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ABSTRACT

This report presents the highlights from the 2001 QUEST (Quality Education for Students and Teachers) Survey for Adjunct Faculty, administered in November 2001 at Howard Community College (HCC) (Maryland). The survey listed 64 service areas to be rated on a 5-point scale ranging from poor (1) to excellent (5), or to indicate if they were unfamiliar with a service area. Out of the 340 adjunct faculty members teaching in fall 2001, 104 responded to the survey, for a response rate of 31%. Results included: (1) respondents were positive in their ratings of college service units, giving them an overall rating of 3.86; (2) there were 14 units with which three-quarters or more of the respondents were unfamiliar; (3) most respondents (64%) to the survey had taught at HCC for 5 years or less; (4) satisfaction with salary was the lowest-rated item on the survey (2.4) and the item on which there was the greatest discrepancy between full-time and adjunct faculty members; (5) two-thirds of the respondents did not have a full-time job outside the college; (6) 88% of respondents were on campus for 4 or more hours a week; and (7) the ratings on exactly half of the college service units fell between 3.5 and 4.0. (Contains 15 tables detailing faculty responses.) (EMH)

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HOWARD COMMUNITY COLLEGE
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Highlights

Adjunct Faculty QUEST Survey: Fall 2001

Office of Research, Planning, & Organizational Development
Research Report Number 111 January 2002

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ADJUNCT FACULTY QUEST SURVEY: 2001

Highlights of the Findings

Background

In fall 2000, for the first time since 1990, part-time faculty members were included in the annual survey of Howard Community College employees. Again in 2001 adjunct faculty members were asked to participate. Although their version of the survey was somewhat different from that for full-time faculty and staff members, the core questions on services, climate, and job satisfaction were the same. For adjuncts there was a set of questions on the adjunct faculty advancement program.

This report presents the highlights from the 2001 QUEST Survey for Adjunct Faculty, and a set of tables displaying the results is attached. The survey was administered in November 2001. The paper survey was placed in the mailboxes of adjunct faculty members with a memo from the Executive Assistant to the Vice President of Academic Affairs stressing its importance. The memo contained a Web address for the electronic version of the survey. In addition, an e-mail message was sent with the Web address for instant access to the online survey. An Email reminder message was also sent toward the end of the project's survey collection phase. In the fall 2001 semester there were 340 adjunct faculty members teaching credit courses. Completed paper surveys were received from 68 respondents, and electronic surveys were submitted by an additional 36 adjuncts for a total of 104 respondents and an overall response rate of 31%. This figure is a marked improvement over last year's 15% response rate (the only option for which was paper), yet still under the 63% for the QUEST Survey for other employees during that same time period.

Characteristics of Survey Respondents

In addition to their ratings on services, the campus climate, and job satisfaction, adjunct faculty were asked a series of questions about their employment at HCC and elsewhere. Their responses are presented in Table One and are summarized below.

- As was the case last year, each of the academic divisions was represented by respondents to the survey. Proportions ranged from 8.1% of respondents in the Health Sciences division to 22% in the English/Foreign Languages division.

- 64% of the adjunct faculty respondents had taught at HCC for five or fewer years. In contrast, 7% had taught at HCC for more than 15 years.

- While last year over half of the respondents taught in the daytime (classes starting before 5:00 p.m.), this year that figure was 39%. Another 27% taught both in the day and evening, and 34% taught in the evening only. Thus, this year's survey has good representation from adjuncts teaching in all time slots.

- Respondents were asked how many hours per week they spent on HCC's main campus, including class time, and 42% said they were there 9 or more hours a week. In all, 88% were on campus for four or more hours a week.

- For 79% of the respondents, HCC was their only teaching position. Among those who said they had a teaching job outside HCC, 6% were at another community college, and 6% teach at four-year public colleges.

- Two thirds of the respondents reported that they did NOT have a full-time job outside the college.

- Last year's response to questions about computer access indicated good access, with 87% reporting they have a computer at home. Of those, 90% had e-mail and 95% had internet access. This year's responses to those questions were even stronger, with 95% saying they have a computer at home, and 97% and 98% of them saying they have e-mail and internet access, respectively. The change in these responses might have been influenced by those who responded electronically to this year's survey.

Adjunct Faculty Ratings on Services

On the QUEST Survey there were sixty-four service areas listed and respondents were asked to rate each on a five-point scale ranging from excellent to poor or to indicate if they were "unfamiliar with" a service area. On the whole, adjunct faculty who responded were quite positive in their assessments. They gave 23 of the 64 ratings of 4.00 or higher, and nine units received ratings under 3.50. Table Two shows the ratings for each of the areas (ratings exclude the "unfamiliar with" category).

Highest rated units

The four highest rated units (all above 4.25) were:

- ***Division Office Staff: Business/Science & Technology/Arts & Humanities***
- ***Cultural Arts: Theatre***
- ***Division Office Staff: Teaching & Learning Services***
- ***Test Center***
- ***Division Office Staff: English/Languages/Math***
- ***Television Studio & Video Services***

Units rated between 4.24 and 4.15 were:

- *TLSD: Audio-Visual Services*
- *Division Faculty: Science & Technology*
- *Library*

Units rated between 4.14 and 4.00 were:

- *Division Faculty: Business/Computers*
- *Cultural Arts: Art Gallery*
- *Division Office Staff: Health/Social Sciences*
- *Division Faculty: English & Languages*
- *Division Faculty: Arts & Humanities*
- *Division Faculty: Social Sciences*
- *Print Shop*
- *Division Faculty: Health Sciences*
- *President's Office Staff*
- *Academic Support: Learning Assistance Center*
- *Student Support Services*
- *IT: Administrative Information Systems*
- *Business Office: Payroll*
- *Welcome Centers*

Opportunities for Improvement

The ratings on exactly half of units (32) fell between 3.50 and 4.00. To provide a focus for possible improvement activities, 3.50 has been considered HCC's cutoff score, since that rating is between "average" and "above average" and there is the assumption that all units would strive to be rated "above average," or 4.0. The nine units receiving ratings under 3.50 were:

- *Plant Operations: Engineering/Maintenance*
- *Development: Grants*
- *Advising services*
- *Athletics and sports programs*
- *Academic Support: Retention services*
- *Development: Alumni Relations*
- *Athletic & Fitness Center*
- *Plant Operations: Housekeeping*
- *Development: Development services*

It should be noted that for the three development items and for retention services, more than three-quarters of the respondents claimed they were not familiar, so those ratings may be based on 20 or fewer respondents.

Adjunct Faculty Familiarity with Service Units

As noted earlier, 88% of the respondents said they were on campus four or more hours a week, with 42% of them at HCC for 9 or more hours weekly. Still, there were 40 of the 64 services with which 50% or more of the respondents said they were unfamiliar. The fact that 64% of the respondents have taught at HCC for five or fewer years may help explain some unfamiliarity with services. Table Four displays a ranking of service units by familiarity.

Least Familiar Service Units

There were nine units with which 80% or more of the respondents claimed unfamiliarity. They are:

- *Legislative Relations*
- *Children's Learning Center*
- *Financial Aid & Veterans' Aid Office*
- *Planning, Research & Organizational Development*
- *Development: Grants*
- *Senior Administrative Office staff*
- *Academic Support: Retention services*
- *Development: Alumni Relations*
- *Transfer services*

As was noted last year, units with high levels of unfamiliarity may view these findings as an opportunity to engage in outreach and information-sharing activities aimed at adjunct faculty.

Most Familiar Service Units

At the other end of the familiarity spectrum, there were seven items with which a fifth or fewer of respondents said they were unfamiliar. Most of these items make intuitive sense as being the ones with which part-time faculty would have the most interaction.

- *Web Page*
- *Test Center*
- *Bookstore*
- *IT: Print Shop*
- *Security: customer service & helpfulness of guards*
- *Business Office: Payroll*
- *Security: visibility on campus*

Differences in Service Ratings between the 2000 and 2001 Surveys

In examining differences in ratings from 2000 to 2001, it should be borne in mind that the number of respondents more than doubled this year and the group responding electronically may be different in more aspects from the others than just their survey format preference. Table Five shows the 2000 and 2001 ratings. Overall, of the 62 matched items, there were 36 that went up in ratings, 25 went down, and one remained the same. While for most items the differences were slight, eleven in each direction had changes greater than 0.20.

Greatest Gains in Ratings	Greatest Declines in Ratings
• *Test Center*	• *Planning, Research,& Org.Devel.(PROD)*
• *TLSD: Division Office Staff*	• *IT: Student Computer Support*
• *TLSD: Evening Services*	• *Human Resources Office (Personnel)*
• *Division Faculty: English/Languages*	• *Plant Operations: Grounds*
• *Academic Support: Retention services*	• *Development: Alumni Relations*
• *TLSD: Audio-Visual Services*	• *Children's Learning Center*
• *Distance Learning service*	• *Plant Operations: Housekeeping*
• *Athletics & sports programs*	• *Div.Ofc.Staff: Health/Social Sciences*
• *Television Studio & Video Services*	• *Development: Grants*
• *Division Faculty: Science & Technology*	• *Financial Aid & Veterans' Aid Office*
• *Public Relations & Marketing Office*	• *Development: Development services*

Adjunct Faculty Ratings on Campus Climate

Again this year, on the adjunct faculty QUEST Survey there were seven separate items and one overall item on campus climate on which survey respondents were requested to rate their satisfaction. Table Six presents the campus climate satisfaction ratings. This table shows that the overall rating on campus climate was 4.09, up from last year's 3.85. The comparable figure for all other HCC employees' overall rating on campus climate on this year's QUEST Survey was 3.72, and for full-time faculty it was 3.85.

Campus Climate Elemen	Satis action
High priority on student learning	4 39
Freedom to openly express viewpo its	4 29
Cooperation among co-workers	4 28
Overall climate of diversity on car pus	4 27

Table Top Ratings on Campus Climate

Two items on this section of the survey rated below 3.50: *Rewards for contributing to improved quality* and *Adequacy of parking facilities*.

Adjunct Faculty Ratings on Job Satisfaction

On the QUEST Survey for adjunct faculty there were six separate items and one overall item on job satisfaction. Respondents were requested to rate their own job satisfaction on each. Table Seven presents the ratings on the job satisfaction survey items. The overall job satisfaction rating was 3.71 for adjunct faculty and it was 3.83 for all other employees on this year's QUEST Survey.

Job Satisfaction Element	Sati faction
Your personal safety on campus	30
Resources available to you to carry out yc ir job	14
Opportunities for job-related training	79

Table Ratings on Job Satisfaction

There were two items rated considerably lower on satisfaction than the other items in this section of the survey: *HCC's Adjunct Faculty Compensation Program* and *The salary you receive in your present position*. These two related items were each rated well below 3.50.

Job Satisfaction by division

When looking at the satisfaction ratings by division, it can be seen (Table Eight) that only one division's respondents gave satisfaction ratings over 4.00: the *Business/Computer Division*. The *Social Sciences Division*, which had the highest satisfaction ratings last year, had the lowest this year and was the only one under 3.50.

Job Satisfaction by years at HCC

Examining job satisfaction by years at HCC produces some interesting results (Table Eight). Curiously, those adjunct faculty who have taught at HCC 16 to 20 years had the lowest job satisfaction (3.00) in sharp contrast to those teaching over 20 years, whose job satisfaction rating was 4.25. Those having taught here five years or less rated their satisfaction at 3.81.

Comparing Job Satisfaction from 2000 to 2001

While the six individual items in the satisfaction section of the survey all showed declines from 2000 to 2001 (most slight), the rating on overall satisfaction was slightly up. Differences greater than .10 were seen for *Personal safety on campus* (-.11) and *The way your job performance is evaluated* (-.28). Although lower this year, the former item was the highest rated both this year and last. For both years, salary was the item with which adjunct faculty members were least satisfied. The other item rated below 3.50 was *HCC's Adjunct Faculty Compensation Program*.

Job Satisfaction Element	2000	2001	Difference
Personal safety on campus	4.30	4.19	.11
Resources available to you to carry out your job	4.14	4.09	.05
Opportunities for job-related training	3.84	3.79	.05
The way your job performance is evaluated	3.88	3.60	.28
HCC's Adjunct Faculty Compensation Program	2.63	2.60	.03
Salary	2.48	2.40	.08
Overall Rating on Job Satisfaction	***3.68***	***3.71***	***.03***

Table. Ratings on Job Satisfaction: 2001 vs. 2000

Comparison of Adjunct Faculty Ratings with Full-time Faculty QUEST Ratings

The QUEST Survey was administered in the same semester for full-time employees as it was for adjuncts. Table Thirteen shows the comparison between full-time and adjunct faculty in ratings for the 64 service items. Adjunct faculty members gave more positive ratings for 24 items - ten of those were higher by 0.20 or more. Adjunct faculty members rated 38 items lower than did full-time faculty – 20 of which differed by 0.20 or more. The three items with the greatest positive difference and the three items showing the greatest negative discrepancy between adjuncts and full-time faculty are shown in the table below.

Service Item	Full-time	Adjunct	Difference
Web Page	2.86	3.74	.88
Security: responsiveness to emergency events	3.34	3.81	.47
Athletic & Fitness Center	2.82	3.24	.42
Senior Administrative Office staff	4.17	3.71	.46
Development: Development services	3.75	3.19	.56
Children's Learning Center	4.15	3.55	.60

Table. Ratings on Service Items: Comparison between Full-time and Adjunct Faculty

There were also some major differences between adjuncts and full-time faculty in ratings of campus climate and job satisfaction. Tables Fourteen and Fifteen show each of the items from those sections of the survey. Of interest and possible concern are those items that are rated below 3.50 by one or both groups and those that have a difference in ratings of 0.20 or greater. Those items are shown below. Adjunct faculty members rated all campus climate elements except parking higher than did full-time faculty. Adjuncts were considerably less satisfied than full-timers with the way their job performance is evaluated. The item on satisfaction with salary exhibited the greatest discrepancy between adjuncts and full-time faculty on the entire survey.

Climate Element	F ll-time	djunct	Di erence
Freedom to openly express viewpoints	3.62	4.29	0.67
General condition of buildings and grounds	3.13	3.75	0.62
High priority on student learning	4.06	4.39	0.33
Cooperation among co-workers	3.96	4.28	0.32
Rewards for contributing to improved quality	3.17	3.36	0.19
Adequacy of parking facilities	3.24	2.85	0.39
OVERALL RATING ON CAMPUS CLIMA E	***3.85***	***4.09***	***0.24***

Job Satisfaction Element	F ll-time	djunct	Di erence
The salary you receive in your present positi n	3.41	2.40	1.01
Adjunct Compensation Program/Merit Pay Systen (FT)	2.57	2.60	0.03
The way your job performance is evaluated	2.94	3.60	0.66
OVERALL RATING ON JOB SATISFACTI ON	***3.87***	***3.68***	***0.19***

Table. Ratings on Climate and Job Satisfaction: Comparison between Full-time and Adjunct Faculty

Conclusions

The overall response rate to the 2001Adjunct QUEST Survey at 31% was twice that of last year. Having the option of completing the survey electronically undoubtedly helped boost the response rate. The adjunct faculty members who responded to the survey were positive in their ratings of college service units, giving service units an overall rating of 3.86. Again this year, it was striking to see the extent to which adjunct faculty members are unfamiliar with college service units. There were 14 units with which three-quarters or more of the respondents were unfamiliar. These figures may be influenced by the fact that most respondents to the survey (64%) had taught for HCC for five years or less. Satisfaction with salary was the lowest rated item on the survey (2.40) and the item on which there was the greatest discrepancy between full-time and adjunct faculty members. Salary is undoubtedly important to adjunct faculty, especially since most of the respondents did not teach elsewhere nor did they have full time jobs outside HCC.

For further information about this study, contact Barbara Livieratos in the Office of Planning, Research and Organizational Development at 410-772-4707 or mail Blivieratos@howardcc.edu

Table One

ADJUNCT FACULTY QUEST 2001: RESPONDENT CHARACTERISTICS (N=104)

Division	*Number*	*Percent*
English/Languages	22	22.2%
Business/Computer	17	17.2%
Social Sciences	16	16.2%
Science & Technology	14	14.1%
Mathematics	13	13.1%
Arts & Humanities	9	9.1%
Health Sciences	8	8.1%
Years at HCC		
1 - 5 years	65	63.7%
6 - 10 years	19	18.6%
11 - 15 years	11	10.8%
16 - 20 years	3	2.9%
Over 20 years	4	3.9%
Time teaching at HCC		
Day (before 5:00 p.m.)	40	39.2%
Evening (after 5.00 p.m.)	35	34.3%
Both day and evening	27	26.5%
Weekly hours on HCC main campus		
Less than an hour	1	1.0%
1 - 3 hours	12	11.7%
4 - 6 hours	29	28.2%
6 - 8 hours	18	17.5%
9 or more hours	43	41.7%
Teach part time at another college		
No other teaching job	75	78.9%
Community college	6	6.3%
Four year public	6	6.3%
Other teaching job	5	5.3%
Private four year	3	3.2%
Two year technical school	0	0.0%
Full-time job outside HCC		
Yes	33	33.3%
No	66	66.7%
Have a computer at home		
Yes	94	94.9%
Have computer and Email	94	96.9%
Have computer and Internet	95	97.9%

Table Two

QUEST 2001: UNITS RECEIVING THE TOP TEN QUALITY OF SERVICE RATINGS

Service Units	Mean
1 Information Technology: Print Shop	4.26
2 Division Office Staff: Bus/Sci & Tech/Arts & Humanities	4.25
2 Cultural Arts: Theatre	4.25
3 Division Faculty: Science & Technology	4.23
4 Teaching Learning Services Division: Audio-Visual Services	4.22
5 Test Center	4.19
6 Division Office Staff: Health/Social Sciences	4.17
7 President's Office Staff	4.15
8 Academic Support: Learning Assistance Center	4.14
9 Teaching Learning Services Division: Library	4.13
10 Division Office Staff: English/Languages/ Math	4.11

Table Three

Adjunct Faculty QUEST Survey Ratings
Ranked by % Excellent/Above Average

	Service Unit	Mean Rating	%Excellent/ Above Average	% Average	%Below Av Poor	% Unfamiliar With
1	Test Center	4.31	**70.0**	12.0	1.0	17.0
2	IT: Print Shop	4.08	**68.6**	11.8	4.9	14.7
3	Business Office: Payroll	4.01	**61.2**	25.2	1.9	11.7
4	Security Service: customer service & helpfulness of guards	3.74	**55.9**	24.5	7.8	11.8
5	Security Service: visibility on campus	3.64	**55.4**	32.7	8.9	3.0
6	Acad Support: Learning Assistance Center	4.04	**54.4**	11.7	1.9	32.0
7	Cultural Arts: Art Gallery	4.13	**52.5**	8.9	0.0	38.6
8	Cultural Arts: Theatre	4.36	**52.4**	5.8	1.0	40.8
9	TLSD: Library	4.18	**50.5**	6.9	3.0	39.6
10	Web Page	3.74	**49.0**	23.5	7.1	20.4
11	IT: Network/E-mail	3.65	**46.1**	23.5	8.8	21.6
12	Bookstore	3.60	**44.7**	34.0	5.8	15.5
13	TLSD: Audio-Visual Services	4.23	**44.0**	8.0	1.0	47.0
14	Plant Operations: Grounds	3.62	**42.6**	25.7	5.0	26.7
15	Welcome Centers	4.00	**42.0**	13.0	1.0	44.0
16	Student Support Services	4.04	**40.2**	14.4	1.0	44.3
17	Cafeteria	3.53	**39.4**	26.3	9.1	25.3
18	Academic Support Student Counseling	3.83	**39.2**	14.7	2.9	43.1
19	Division Faculty: Business/Computer	4.14	**37.3**	3.9	2.0	56.9
20	Division Office Staff: Business/Sci & Techy/Arts & Humanities	4.36	**37.3**	3.9	2.0	56.9
21	IT: Telephones	3.64	**36.0**	28.0	5.0	31.0
22	Div Off Staff: English/Languages/ Math	4.27	**35.3**	6.9	2.0	55.9
23	Human Resources Office (Personnel)	3.69	**34.3**	25.5	3.9	36.3
24	IT: Administrative Information Systems	4.02	**34.3**	7.8	2.9	54.9
25	Division Faculty: English/Languages	4.09	**33.0**	7.8	2.9	56.3
26	IT: Student Computer Support	3.85	**32.3**	14.1	1.0	52.5
27	Security Service: responsiveness to emergency events	3.81	**31.6**	17.3	4.1	46.9
28	Continuing Ed/Workforce Dev. Division	3.82	**31.1**	7.8	3.9	57.3
29	Division Faculty: Social Sciences	4.08	**30.4**	6.9	1.0	61.8
30	Division Faculty: Arts & Humanities	4.08	**30.1**	6.8	1.0	62.1
31	Plant Operations: Housekeeping	3.23	**29.7**	33.7	**13.9**	22.8
32	Security Service: timely & effective resolution of security matters	3.60	**29.7**	25.7	6.9	37.6
33	Division Faculty: Science & Technology	4.22	**29.4**	5.9	0.0	64.7
34	Division Faculty: Mathematics	3.84	**27.7**	5.9	4.0	62.4
35	Plant Ops. Engineering/Maintenance	3.48	**26.3**	16.2	6.1	51.5
36	Plant Operations: Mail services	3.56	**25.7**	26.7	2.0	45.5
37	Records & Registration Office	3.68	**25.3**	13.1	3.0	58.6
38	Admissions services	3.71	**24.8**	14.9	2.0	58.4
39	Public Relations & Marketing Office	3.68	**24.0**	5.0	5.0	66.0
40	Division Faculty: Health Sciences	4.07	**23.0**	6.0	1.0	70.0
41	TLSD: Evening Services	3.91	**23.0**	10.0	1.0	66.0
42	TLSD: Division Office Staff	4.31	**23.0**	1.0	2.0	74.0
43	Advising services	3.43	**22.5**	18.6	4.9	53.9
44	Div.Off.Staff: Health/Social Sciences	4.11	**21.8**	2.0	3.0	73.3
45	Career Services: Career & Job Counseling	3.70	**21.6**	12.7	2.0	63.7
46	Television Studio & Video Services	4.25	**20.8**	5.9	1.0	72.3
47	Business Office: Accts Payable/Purchasing	3.84	**20.6**	8.8	2.0	68.6
48	Student Life/Activities Office	3.96	**16.2**	8.1	0.0	75.8
49	Distance Learning service	3.72	**15.8**	5.9	3.0	75.2
50	PROD: routine reports & website	3.52	**15.8**	8.9	2.0	73.3
51	Athletic & Fitness Center	3.24	**15.0**	10.0	8.0	67.0
52	Transfer services	3.80	**15.0**	4.0	1.0	80.0
53	Business Office: Cashiering	3.71	**14.9**	7.9	1.0	76.2
54	President's Office Staff	4.05	**14.1**	8.1	0.0	77.8
55	Athletics & sports programs	3.40	**13.7**	19.6	1.0	65.7
56	Development: Development services	3.19	**9.9**	5.0	5.9	79.2
57	Senior Administrative Office staff	3.71	**8.1**	8.1	0.0	85.9
58	Academic Support: Retention services	3.32	**7.8**	4.9	5.9	81.4
59	Development: Alumni Relations	3.26	**7.8**	6.9	3.9	81.4
60	Planning, Research,& Org Development (PROD)	3.50	**7.0**	3.0	2.0	88.0
61	Children's Learning Center	3.55	**5.9**	3.9	1.0	89.2
62	Development: Grants	3.46	**5.9**	5.0	2.0	87.1
63	Financial Aid & Veterans' Aid Office	3.55	**5.9**	3.9	1.0	89.2
64	Legislative Relations	3.75	**2.0**	2.0	0.0	96.0

* Mean rating excludes those "unfamiliar with." It is based only on those who used the five-point scale for rating.

Table Four

ADJUNCT FACULTY QUEST 2001:
RANKING OF SERVICE UNITS BY FAMILIARITY

	Service Unit	*% Unfamiliar With*
1	Legislative Relations	96.0
2	Children's Learning Center	89.2
3	Financial Aid & Veterans' Aid Office	89.2
4	Planning, Research,& Org Development (PROD)	88.0
5	Development: Grants	87.1
6	Senior Administrative Office staff	85.9
7	Academic Support: Retention services	81.4
8	Development: Alumni Relations	81.4
9	Transfer services	80.0
10	Development: Development services	79.2
11	President's Office Staff	77.8
12	Business Office: Cashiering	76.2
13	Student Life/Activities Office	75.8
14	Distance Learning service	75.2
15	TLSD: Division Office Staff	74.0
16	Div.Off.Staff: Health/Social Sciences	73.3
17	PROD: routine reports & website	73.3
18	Television Studio & Video Services	72.3
19	Division Faculty: Health Sciences	70.0
20	Business Office: Accts Payable/Purchasing	68.6
21	Athletic & Fitness Center	67.0
22	Public Relations & Marketing Office	66.0
23	TLSD: Evening Services	66.0
24	Athletics & sports programs	65.7
25	Division Faculty: Science & Technology	64.7
26	Career Services: Career & Job Counseling	63.7
27	Division Faculty: Mathematics	62.4
28	Division Faculty: Arts & Humanities	62.1
29	Division Faculty: Social Sciences	61.8
30	Records & Registration Office	58.6
31	Admissions services	58.4
32	Continuing Ed/Workforce Dev. Division	57.3
33	Division Faculty: Business/Computer	56.9
34	Division Office Staff: Business/Sci & Tech/Arts & Humanities	56.9
35	Division Faculty: English/Languages	56.3
36	Div.Off.Staff: English/Languages/ Math	55.9
37	IT: Administrative Information Systems	54.9
38	Advising services	53.9
39	IT: Student Computer Support	52.5
40	Plant Ops: Engineering/Maintenance	51.5
41	TLSD: Audio-Visual Services	47.0
42	Security Service: responsiveness to emergency events	46.9
43	Plant Operations: Mail services	45.5
44	Student Support Services	44.3
45	Welcome Centers	44.0
46	Academic Support:Student Counseling	43.1

47	Cultural Arts: Theatre	40.8
48	TLSD: Library	39.6
49	Cultural Arts: Art Gallery	38.6
50	Security: timely & effective resolution of security matters	37.6
51	Human Resources Office (Personnel)	36.3
52	Acad.Support: Learning Assistance Center	32.0
53	IT: Telephones	31.0
54	Plant Operations: Grounds	26.7
55	Cafeteria	25.3
56	Plant Operations: Housekeeping	22.8
57	IT: Network/E-mail	21.6
58	Web Page	**20.4**
59	Test Center	**17.0**
60	Bookstore	**15.5**
61	IT: Print Shop	**14.7**
62	Security Service: customer service & helpfulness of guards	**11.8**
63	Business Office: Payroll	**11.7**
64	Security Service: visibility on campus	**3.0**

Table Five

Adjunct Faculty 2001 QUEST Survey Ratings
Ranked by Difference (with changes of 0.20 or more noted)

	Service Unit	2000	2001	Difference
1	Test Center	3.38	4.31	0.93
2	TLSD: Division Office Staff	3.75	4.31	0.56
3	TLSD: Evening Services	3.38	3.91	0.53
4	Division Faculty: English/Languages	3.70	4.09	0.39
5	Academic Support: Retention services	2.94	3.32	0.38
6	TLSD: Audio-Visual Services	3.86	4.23	0.37
7	Distance Learning service	3.38	3.72	0.34
8	Athletics & sports programs	3.10	3.40	0.30
9	Television Studio & Video Services	3.96	4.25	0.29
10	Division Faculty: Science & Technology	4.00	4.22	0.22
11	Public Relations & Marketing Office	3.47	3.68	0.21
12	Academic Support:Student Counseling	3.64	3.83	0.19
13	Business Office: Cashiering	3.53	3.71	0.18
14	Division Office Staff: Business/Sci & Techy/Arts & Humanities	4.19	4.36	0.17
15	Student Life/Activities Office	3.79	3.96	0.17
16	Welcome Centers	3.83	4.00	0.17
17	Career Services: Career & Job Counseling	3.56	3.70	0.14
18	Business Office: Accts Payable/Purchasing	3.71	3.84	0.13
19	IT: Print Shop	3.95	4.08	0.13
20	Transfer services	3.67	3.80	0.13
21	Security Service: responsiveness to emergency events	3.69	3.81	0.12
22	Athletic & Fitness Center	3.13	3.24	0.11
23	Acad Support: Learning Assistance Center	3.94	4.04	0.10
24	Division Faculty: Business/Computer	4.05	4.14	0.09
25	Div Off Staff: English/Languages/ Math	4.18	4.27	0.09
26	Student Support Services	3.96	4.04	0.08
27	Bookstore	3.54	3.60	0.06
28	Web Page	3.68	3.74	0.06
29	Business Office: Payroll	3.95	4.01	0.06
30	Cafeteria	3.47	3.53	0.06
31	Security Service: customer service & helpfulness of guards	3.69	3.74	0.05
32	Cultural Arts: Art Gallery	4.10	4.13	0.03
33	Cultural Arts: Theatre	4.33	4.36	0.03
34	IT: Telephones	3.61	3.64	0.03
35	Division Faculty: Mathematics	3.81	3.84	0.03
36	Plant Ops: Engineering/Maintenance	3.45	3.48	0.03
37	Division Faculty: Health Sciences	4.07	4.07	0.00
38	TLSD: Library	4.19	4.18	-0.01
39	President's Office Staff	4.07	4.05	-0.02
40	Security Service: visibility on campus	3.69	3.64	-0.05
41	Division Faculty: Arts & Humanities	4.16	4.08	-0.08
42	Division Faculty: Social Sciences	4.16	4.08	-0.08
43	Security Service: timely & effective resolution of security matters	3.69	3.60	-0.09
44	Records & Registration Office	3.78	3.68	-0.10
45	IT: Administrative Information Systems	4.14	4.02	-0.12
46	Admissions services	3.84	3.71	-0.13
47	Continuing Ed/Workforce Dev. Division	3.95	3.82	-0.13
48	Plant Operations: Mail services	3.73	3.56	-0.17
49	Senior Administrative Office staff	3.88	3.71	-0.17
50	Advising services	3.61	3.43	-0.18
51	IT: Network/E-mail	3.83	3.65	-0.18
52	Planning, Research,& Org Development (PROD)	3.70	3.50	-0.20
53	IT: Student Computer Support	4.06	3.85	-0.21
54	Human Resources Office (Personnel)	3.90	3.69	-0.21
55	Plant Operations: Grounds	3.83	3.62	-0.21
56	Development: Alumni Relations	3.50	3.26	-0.24
57	Children's Learning Center	3.80	3.55	-0.25
58	Plant Operations: Housekeeping	3.55	3.23	-0.32
59	Div Off Staff: Health/Social Sciences	4.47	4.11	-0.36
60	Development: Grants	3.82	3.46	-0.36
61	Financial Aid & Veterans' Aid Office	4.00	3.55	-0.45
62	Development: Development services	3.67	3.19	-0.48

*Note the items *PROD: routine reports & website* and *Legislative Relations* were not on the 2000 survey

Table Six

ADJUNCT FACULTY QUEST 2001: RATINGS ON CAMPUS CLIMATE

	Elements of Campus Climate	***Mean Rating***
1.	High priority on student learning	4.39
2.	Freedom to openly express viewpoints	4.29
3.	Cooperation among co-workers	4.28
4.	Overall climate of diversity on campus	4.27
5.	Condition of buildings and grounds	3.75
6.	Rewards for contributing to improved quality	3.36
7.	Adequacy of parking facilities	2.85
	OVERALL RATING ON CAMPUS CLIMATE	***4.09***

Note: The Overall Rating on Campus Climate by other HCC employees on the 2001 QUEST Survey was 3.72

Table Seven

ADJUNCT FACULTY QUEST 2001: RATINGS ON JOB SATISFACTION

	Elements of Job Satisfaction:	***Mean Rating***
1.	Your personal safety on campus	4.19
2.	Resources available to you to carry out your job	4.09
3.	Opportunities for job-related training	3.79
4.	The way your job performance is evaluated	3.60
5.	HCC's Adjunct Faculty Compensation Program	2.60
6.	The salary you receive in your present position	2.40
	OVERALL RATING ON JOB SATISFACTION	***3.71***

Note: The Overall Rating on Job Satisfaction by other HCC employees on the 2001 QUEST Survey was 3.83

Table Eight

ADJUNCT FACULTY QUEST 2001:
JOB SATISFACTION BY DIVISION AND YEARS AT HCC

	Division	***Satisfaction***
1.	Business/Computer	4.06
2.	Arts & Humanities	3.78
3.	Mathematics	3.73
4.	Health Sciences	3.71
5.	English/Languages	3.70
6.	Science & Technology	3.50
7.	Social Sciences	3.45
	Years at HCC	***Satisfaction***
1.	1 - 5 years	3.81
2.	6 - 10 years	3.40
3.	11 - 15 years	3.73
4.	16 - 20 years	3.00
5.	Over 20 years	4.25
	OVERALL RATING ON JOB SATISFACTION	***3.71***

Table Nine.

ADJUNCT FACULTY QUEST 2000-2001: RATINGS ON CAMPUS CLIMATE ELEMENTS

		Mean Satisfaction Rating		
	Elements of Campus Climate	***2000***	***2001***	***Difference***
1.	Freedom to openly express viewpoints	4.29	4.29	0.00
2.	Overall climate of diversity on campus	4.05	4.27	0.22
3.	Cooperation among co-workers	4.24	4.28	0.04
4.	C condition of buildings and grounds	3.63	3.75	0.12
5.	High priority on student learning	4.18	4.39	0.21
6.	Adequacy of parking facilities	3.37	2.85	-0.52
7.	Rewards for contributing to improved quality	2.94	3.36	0.42
	OVERALL RATING ON CAMPUS CLIMATE	***3.85***	***4.09***	0.24

Table Ten.

ADJUNCT FACULTY QUEST 2000-2001: RATINGS ON JOB SATISFACTION

		Mean Satisfaction Rating		
	Elements of Job Satisfaction	***2000***	***2001***	***Difference***
1.	Your personal safety on campus	4.30	4.19	-0.11
2.	Resources available to you to carry out your job	4.14	4.09	-0.05
3.	Opportunities for job-related training	3.84	3.79	-0.05
4.	The way your job performance is evaluated	3.88	3.60	-0.28
5.	HCC's Adjunct Faculty Compensation Program	2.63	2.60	-0.03
6.	The salary you receive in your present position	2.48	2.40	-0.08
	OVERALL RATING ON JOB SATISFACTION	***3.68***	***3.71***	0.03

Table Eleven

Adjunct Faculty Advancement Program Topics

Topics	***Level of Interest*** (1-5 scale)
Teaching with Technology	4.04
Classroom Management	3.55
Pedagogical Approaches to Students with Disabilities	3.32
Writing Across the Curriculum	3.25
Working with ESL students	3.25
Power Lectures through Videotape Analysis	3.00

Table Twelve

Preferences for Development Sessions

Options presented on survey	**Number** (N=104)	**Percent**
Formats		
One-time workshop	37	45.1%
Short course (3-5 sessions)	17	20.7%
One pre-semester professional development evening	14	17.1%
Online learning	9	11.0%
Independent study with mentor	5	6.1%
Days		
Friday	20	22.2%
Tuesday	19	21.1%
Saturday	17	18.9%
Monday	12	13.3%
Wednesday	12	13.3%
Thursday	10	11.1%
Time		
Morning	35	37.6%
Evening	35	37.6%
Afternoon	23	24.7%

Table Thirteen

QUEST 2001: A COMPARISON OF RATINGS ON SERVICES BY FULL-TIME FACULTY AND ADJUNCT FACULTY

	Service Unit	Full-time Faculty (49)	Adjunct Faculty(104)	*Difference*
1	Web Page	2.86	3.74	0.88
2	Security Service: responsiveness to emergency events	3.34	3.81	0.47
3	Athletic& Fitness Center	2.82	3.24	0.42
4	Plant Operations: Engineering/Maintenance	3.17	3.48	0.31
5	Television Studio & Video Services	3.96	4.25	0.29
6	Security Service: timely & effective resolution of security matters	3.32	3.60	0.28
7	Information Technology: Admin.Information Systems	3.74	4.02	0.28
8	Plant Operations: Housekeeping	3.02	3.23	0.21
9	Teaching Learning Services Division: Division Office Staff	4.10	4.31	0.21
10	Student Life/Activities Office	3.76	3.96	0.20
11	Development: Grants	3.29	3.46	0.17
12	Security Service: visibility on campus	3.49	3.64	0.15
13	Security Service: customer service & helpfulness of guards	3.60	3.74	0.14
14	Cafeteria	3.39	3.53	0.14
15	Plant Operations: Grounds	3.52	3.62	0.10
16	Teaching Learning Services Division: Evening Services	3.81	3.91	0.10
17	Financial Aid & Veterans' Affairs Office	3.47	3.55	0.08
18	Division Faculty: Arts & Humanities	4.00	4.08	0.08
19	PROD: routine reports & website	3.46	3.52	0.06
20	Student Support Services	3.98	4.04	0.06
21	Academic Support: Retention Services	3.27	3.32	0.05
22	Business Office: Accounts Payable/Purchasing	3.79	3.84	0.05
23	Division Faculty: Business/Computer	4.09	4.14	0.05
24	Career Services: Career & Job Counseling	3.67	3.70	0.03
25	Continuing Education/Workforce Development Division	3.82	3.82	0.00
26	Division Faculty: Social Sciences	4.08	4.08	0.00
27	Division Office Staff: English/Languages/ Math	4.30	4.27	-0.03
28	Test Center	4.35	4.31	-0.04
29	Transfer Services	3.84	3.80	-0.04
30	Cultural Arts: Theatre	4.41	4.36	-0.05
31	Distance Learning service	3.78	3.72	-0.06
32	Division Faculty: English/Languages	4.15	4.09	-0.06
33	Cultural Arts: Art Gallery	4.20	4.13	-0.07
34	Public Relations & Marketing Office	3.78	3.68	-0.10
35	Information Technology: Student Computer Support	3.95	3.85	-0.10
36	Division Faculty: Science & Technology	4.32	4.22	-0.10
37	Development: Alumni Relations	3.38	3.26	-0.12
38	Business Office: Payroll	4.14	4.01	-0.13
39	Academic Support: Learning Assistance Center	4.18	4.04	-0.14
40	Academic Support: Student Counseling	3.98	3.83	-0.15
41	Business Office: Cashiering	3.86	3.71	-0.15
42	Athletics & sports programs	3.57	3.40	-0.17
43	Division Office Staff: Bus/Sci & Tech/Arts & Humanities	4.54	4.36	-0.18
44	Welcome Centers	4.18	4.00	-0.18
45	Human Resources Office (Personnel)	3.89	3.69	-0.20
46	Bookstore	3.81	3.60	-0.21
47	Teaching Learning Services Div: Audio-Visual Services	4.46	4.23	-0.23
48	Information Technology: Network/E-mail	3.91	3.65	-0.26
49	Division Faculty: Health Sciences	4.34	4.07	-0.27
50	Teaching Learning Services Division: Library	4.45	4.18	-0.27
51	Planning, Research & Organizational Development (PROD)	3.79	3.50	-0.29
52	Records & Registration Office	3.97	3.68	-0.29
53	Division Faculty: Mathematics	4.15	3.84	-0.31
54	Division Office Staff: Health/Social Sciences	4.43	4.11	-0.32
55	Advising services	3.76	3.43	-0.33
56	Information Technology: Print Shop	4.42	4.08	-0.34
57	Legislative Relations	4.10	3.75	-0.35
58	Admissions services	4.12	3.71	-0.41
59	President's Office Staff	4.46	4.05	-0.41
60	Information Technology: Telephones	4.07	3.64	-0.43
61	Plant Operations: Mail services	4.00	3.56	-0.44
62	Senior Administrative Office staff	4.17	3.71	-0.46
63	Development: Development services	3.75	3.19	-0.56
64	Children's Learning Center	4.15	3.55	-0.60

Table Fourteen

QUEST 2001: A COMPARISON OF RATINGS ON CAMPUS CLIMATE BY FULL-TIME AND ADJUNCT FACULTY

	Climate Element	Full-time Faculty (49)	Adjunct Faculty(104)	*Difference*
1.	Freedom to openly express viewpoints	3.62	4.29	0.67
2.	General condition of buildings and grounds	3.13	3.75	0.62
3.	High priority on student learning	4.06	4.39	0.33
4.	Cooperation among co-workers	3.96	4.28	0.32
5.	Rewards for contributing to improved quality	3.17	3.36	0.19
6.	Overall climate of diversity on campus	4.19	4.27	0.08
7.	Adequacy of parking facilities	3.24	2.85	-0.39
	OVERALL RATING ON CAMPUS CLIMATE	***3.85***	***4.09***	***0.24***

Table Fifteen

QUEST 2001: A COMPARISON OF RATINGS ON JOB SATISFACTION BY FULL-TIME AND ADJUNCT FACULTY

	Satisfaction Element	Full-time Faculty (49)	Adjunct Faculty(104)	*Difference*
1.	The salary you receive in your present position	3.41	2.40	-1.01
2.	Opportunities for job-related training	3.96	3.79	-0.17
3.	HCC's Adjunct Faculty Compensation Program/M	2.57	2.60	0.03
4.	Resources available to you to carry out your job	4.24	4.09	-0.15
5.	Your personal safety on campus	4.31	4.19	-0.12
6.	The way your job performance is evaluated	2.94	3.60	0.66
	OVERALL RATING ON JOB SATISFACTION	***3.87***	***3.71***	***-0.16***